

PATENT

Docket No. 356952.00042

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

INVENTORS: Richard Seward

Confirmation No. 6589

APPLICATION NO. 10/575,069

FILED: February 23, 2007

Examiner: N. Ly

CASE NO. 356952.00042

Group Art Unit: 2617

**TITLE: METHOD OF ENABLING A WIRELESS INFORMATION
DEVICE TO ACCESS CUSTOMER SUPPORT SERVICES**

FILED ELECTRONICALLY ON September 29, 2009

MAIL STOP AMENDMENT

Commissioner for Patents

P.O. Box 1450

Alexandria, VA 22313-1450

**REPLY AND AMENDMENT UNDER 37 C.F.R. §1.111
TO OFFICE'S ACTION MAILED JULY 1, 2009**

Sir:

This is in response to the Office Action mailed July 1, 2009, having a period for response set to expire on October 1, 2009. The following amendments and remarks are respectfully submitted.

Amendments to the claims begin on page 2 of this paper; Remarks begin on page 8 of this paper.